

EMPLOYEE:

CLAIM #



## Job Analysis Form

ALTERNATE FORMAT AVAILABLE

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**JOB TITLE** Customer Service Specialist III

**JOB CLASSIFICATION** Customer Service Specialist III

**DOT TITLE** Administrative Assistant

**DOT NUMBER** 169.167-010

**DEPARTMENT** Public Health, Seattle-King County

**DIVISION** Prevention

**# OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE** 4 (In Vital Statistics – 3)

**CONTACT'S NAME & TITLE** Jon Nakagawara, Project Program Manager III

**CONTACT'S PHONE** 206-205-1139

**ADDRESS OF WORKSITE**

500 Fourth Ave., Rm 214  
Seattle, WA 98104 - 2320

**VRC NAME** Kyle Pletz

**DATE COMPLETED** 10/12/06

**VRC NAME** Jeff Casem

**DATE REVIEWED** 05/13/08

**WORK HOURS**

7:30am-4:00pm Monday-Friday (40 hours per week) with 2 15-minute breaks and one 30-minute lunch break per day.

**OVERTIME** (Note: Overtime requirements may change at the employer's discretion)  
Optional, on a rare occasion.

**JOB DESCRIPTION**

Performs a variety of office clerical tasks and functions in support of the vital statistics activity of issuing certified birth and death certificates. Completes high volume of tasks frequently interrupted by calls, customers at the counter, and coworkers. Understands and conforms to all applicable Vital Statistics laws (Revised Code of Washington – RCW 70.58, and Washington Administrative Code – WAC 246.490 and 246.491), regulations, policies and procedures. This position will also involve cross training in all clerical functions as required for quality customer service.

**ESSENTIAL ABILITIES FOR ALL KING COUNTY JOB CLASSIFICATIONS**

1. Ability to demonstrate predictable, reliable, and timely attendance.
2. Ability to follow written and verbal directions and to complete assigned tasks on schedule.
3. Ability to read, write & communicate in English and understand basic math.
4. Ability to learn from directions, observations, and mistakes, and apply procedures using good judgment.
5. Ability to work independently or part of a team; ability to interact appropriately with others.

6. Ability to work with supervision, receiving instructions/feedback, coaching/counseling and/or action/discipline.

## **JOB SPECIFIC REQUIREMENTS**

Knowledge of general office principles and practices. Knowledge of proper English and grammar, usage as well as spelling. Must have customer service and written communication skills. Must have the knowledge and ability to pay invoices, coordinate and order office supplies, perform data entry, and answer a multi-line telephone. Must understand and conform to all applicable Vital Statistics laws, regulations, policies and procedures. Must have the ability to multitask throughout the day, and cope with frequent interruptions while maintaining high level of accuracy. Must have the ability to work under pressure in a high stress environment. The employee must assure telephone, e-mail, written and oral communications are courteous, professional, efficient and, as necessary, assertive without being aggressive; take the initiative to use resources and seek answers to unfamiliar questions and tasks; assure confidential information remains confidential; apply common sense to the work and new situations; engage in timely, effective conflict resolution; maintain open, direct communication with Office Supervisor and Senior Managers. The employee must also perform work assigned on a regular and reliable basis, to include: Accept direct instruction and supervision, which may include receiving coaching and/or constructive action/discipline; have a predictable and reliable attendance; work independently on job tasks; perform repetitious job tasks; awareness of safety issues and workplace dangers, and the ability to respond appropriately. Must also have a solid background in Microsoft Windows applications including, but not limited to: Word, Excel, and Outlook, and the ability to enter data accurately at a minimum of 40 wpm. The employee must also have an ability to grasp other industry and/or proprietary computer systems; perform other duties as required. The employee also needs to be able to operate general office machines: copier, fax machine, calculator, typewriter, certifier machines – to imprint Certified/date stamp on all sheets of certified paper used to issue birth and death certificates (750-1000 sheets/day), computers: WORD and EXCEL; King County E-mail system (Outlook); Point of Sale cash register system; INPHO (Information Network for Public Health Officials – Washington State birth certificate system); King County Death Certificate Program (proprietary document imaging archival system); VitalChek online credit card system, and microfiche readers and reader/printer.

## **ESSENTIAL FUNCTIONS**

### **Process VitalChek credit card orders received via web, FAX or phone**

- Receive web orders twice/day (average: 50-75/day with some days over 100).
- Sort by birth/death, book order/INPHO order, regular mail/UPS Express . Stamp fee number on all orders. Forward death certificate orders of death certificates not yet received to Customer Service Specialist III/Death.
- Issue birth and death certificates and prepare U.S. mail envelope or prepare UPS air bill for all orders the same day.
- Process credit card fax orders and take phone credit card orders as needed on a daily basis.
- Call customers with any questions regarding the orders.
- Call VitalChek with any system-related problems and to order supplies including 3-part paper, UPS Letters and air bills, and printer toner cartridges.

- Complete daily closeout which includes processing the daily totals report, printing the VitalChek fee check and entering the totals in the Point of Sale cash register system.

### **Troubleshoot/technical guidance**

- Provide work-related guidance to Customer Service Specialist IIs in support of daily functions.
- Interpret established policies and procedures from the Washington State Center for Health Statistics related to vital records, and provide specialized, technical information related to birth/death records to internal and external customers in person, on the phone, or in writing. May create correspondence using WORD.
- Track, review and retrieve birth/death record information involving searches of computer files, original documents, microfilm, and card files including dedicated King County Death Certificate computer Program.
- Determine services needed by internal and external customers, identifying time-sensitive/priority matters. Process priority orders.
- Assist with questions, complaints and issues from internal and external customers, which occasionally are sensitive and volatile in nature.

### **Customer service**

- Receive, review, and forward to Center for Health Statistics birth certificates from home births (births not in hospitals or birthing centers). Maintain office records of home births.
- Process requests from King County Work Training Program for birth certificates. Maintain computer log of certificates issued.
- Field requests from hospitals/midwives for birth certificate order forms. Maintain distribution logs.
- Process refunds; prepare correspondence for customers and refund forms for PH Accounting Services; maintain computer refund log and office records; and coordinate with Accounting Services as needed.
- Handle requests for Paternity Affidavits and respond to customer inquiries.

### **Process affidavit/correction inquiries**

- Answer affidavit/correction inquiries in person at the counter, by phone or through the mail.
- At the counter, review affidavits for accuracy and completeness including necessary proof documents. Advise customers of process through State Center for Health Statistics office.
- Review affidavits received in the mail for accuracy and completeness including necessary proof documents. Return incorrect packets to customer with letter of explanation. Maintain computer log of returned affidavits.
- Forward correct affidavit packets to Center for Health Statistics for further processing, and send confirmation letter to customer.

### **Answer telephones**

- Speak clearly and communicate pleasantly and positively with the caller to determine their needs and provide information.
- Assist as needed answering two and sometimes four incoming lines with a high volume of calls (100-150 calls/day).

### **Balance cash at end of day**

- Rotate with other Customer Service Specialist IIIs daily closeout of Point of Sale cash register system. Duties include:
- Set aside \$300 Change Fund for adequate cash in cash register each day.
- Sort 25-50 checks/day, count cash, and balance with ring up orders for daily closeout of Point of Sale system.
- Complete Daily Cash Worksheet, and prepare all deposits for next-day pickup.

### **General office**

- Order general office supplies and forms; and maintain adequate supply inventory.
- Coordinate maintenance of office equipment; contact service providers for equipment repair as necessary.
- Enter payroll information in POLS (Payroll Online System) for the work group as required.

### **BACKUP - Take requests from customers at counter window**

- Speak clearly and communicate pleasantly and positively with in person customers, 50–100 times/day to obtain necessary information.
- Assist with questions, complaints and issues from external customers, which occasionally are sensitive and volatile in nature.
- Visually inspect order forms for completeness.
- Process orders: for births using INPHO computer system, book and ledger records; for deaths using dedicated death certificate computer program, microcards, book and ledger records.
- Cash handling including receiving payment (cash, check or money order), ringing up sale on Point of Sale register system, issuing receipt, and making change as appropriate.

### **Serve as backup for other Customer Service Specialist IIIs**

- Provide backup for critical functions of Customer Service Specialist IIIs/Death as required during their absences including but not limited to reviewing death certificates for accuracy and completeness, referring certificates to the Medical Examiner's office when cause of death so indicates or refer certificate back to funeral home when the record is incomplete, issuing burial transit permits, preparing daily obituary list, working with funeral directors, scanning all death certificates into proprietary Death Certificate computer Program and entering index and statistical information for each record, processing (searching and issuing) all death certificate orders.

- Process Ship Out documents for human remains travelling to a foreign country. Review Ship Out documents and Notarize Office Supervisor's Manager's signature, and make file copies for Vital Statistics records.

#### **Special duty – lead worker**

- As needed, rotate with other staff assigned to Lead worker duties for specific duration to backfill during Program Manager's planned absences of five or more days.
- Responsible for assuring smooth workflow, distribution of work assignments, maintaining a balanced workload among staff, and keeping a record of work, production, and attendance.
- Contact Prevention Division Manager for consultation and management support.

#### **NON-ESSENTIAL FUNCTIONS**

Lift and manipulate 17-pound record books and 18-pound paper boxes.

#### **OTHER TOOLS & EQUIPMENT USED**

Equipment used may include a computer, multi-line telephone, printer, copy machine, fax machine, calculator, stapler, hole punch, high speed certifier machine, paper/document folder and point of sale keyboard.

#### **PHYSICAL DEMANDS AS JOB IS TYPICALLY PERFORMED**

Continuously = occurs 66-100% of the time

Frequently = occurs 33-66% of the time

Occasionally = occurs 1-33% of the time

Rarely = may occur less than 1% of the time

Never = does not ever occur (such demands are not listed)

Highly Repetitive = Repeating the same motion every few seconds with little or no variation for more than two hours total per day.

#### **This job is classified as**

Sedentary—exerting up to ten pounds of force occasionally and/or a negligible amount of force frequently. A sedentary job involves sitting most of the time.

#### **Standing**

Health Care Provider initials if restricted\_\_\_\_\_

Occasionally on flat, carpeted surfaces for up to 5 minutes at a time for up to 1 hour total in a work shift. Most commonly occurs while using the copy machine, fax machine and high speed certifying machine as well as when performing customer service and cashiering duties at the counter window.

#### **Walking**

Health Care Provider initials if restricted\_\_\_\_\_

Occasionally on flat carpeted surfaces for distances of up to 65 feet at a time for up to 1 minute at a time for up to 2 hours total in a work shift. Most commonly occurs while delivering forms and documents within the office.

**Sitting**

Health Care Provider initials if restricted\_\_\_\_\_

Frequently on an office chair for up to 2.5 hours at a time for up to 6 hours total in a work shift. Most commonly occurs while performing computer work, processing credit card orders, issuing birth and death certificates, ringing up point of sale and answering the telephone.

**Climbing**

Health Care Provider initials if restricted\_\_\_\_\_

Rare for up to 2 seconds at a time for up to 5 seconds total in a shift while using a step stool in order to place or remove books on high shelves.

**Balancing**

Health Care Provider initials if restricted\_\_\_\_\_

Rare for up to 2 seconds at a time for up to 5 seconds total in a shift while using a step stool in order to place or remove books on high shelves.

**Bending neck up**

Health Care Provider initials if restricted\_\_\_\_\_

Frequently for up to 5 minutes at a time for up to 1 hour total in a shift while talking (while seated) to persons who are standing as well as when looking for items on upper shelves or in upper cabinets.

**Bending neck down**

Health Care Provider initials if restricted\_\_\_\_\_ For

Frequently up to 15 minutes at a time for up to 2 hours total in a shift while reviewing documents, processing certificates, reaching for items below waist level and filing.

**Bending/Stooping**

Health Care Provider initials if restricted\_\_\_\_\_

Occasionally on flat carpeted surfaces for up to 5 seconds at a time for up to 15 minutes total in a work shift. Most commonly occurs while placing and removing objects from low drawers and under counter/tabletop.

**Squatting**

Health Care Provider initials if restricted\_\_\_\_\_

Occasionally on flat carpeted surfaces for up to 5 seconds at a time for up to 15 minutes total in a work shift. Most commonly occurs while placing and removing objects from low drawers and under counter/tabletop.

**Reaching above shoulder height**

Health Care Provider initials if restricted\_\_\_\_\_

Occasionally on flat carpeted surfaces for up to 5 seconds at a time for up to 15 minutes total in a work shift while placing and removing books on high shelves as well as utilizing overhead bins.

**Reaching at waist to shoulder height**

Health Care Provider initials if restricted\_\_\_\_\_

Continuously for up to 2 hours at a time for up to 6 hours total in a work shift while typing, operating copy machine, placing and removing office supplies and files out of drawers and cabinets as well as manipulating payments such as cash, and checks.

**Reaching at knee to waist height**

Health Care Provider initials if restricted\_\_\_\_\_

Occasionally for up to 10 seconds a time for up to 30 minutes total in a work shift while loading a ream of paper in to the copy machine as well as placing and removing files from cabinets and drawers.

**Reaching at floor to knee height**

Health Care Provider initials if restricted\_\_\_\_\_

Rare on flat carpeted surfaces for up to 10 seconds at a time for up to 5 minutes total in a work shift while placing and removing supplies and files out of low file drawers and cabinets.

**Lifting 1-10 pounds**

Health Care Provider initials if restricted\_\_\_\_\_

Rare for up to 10 seconds at a time for up to 1 minute total in a work shift. Most commonly occurs with weights of 5-7 pounds while lifting paper for the photocopy machine, files, documents, books and office supplies.

**Carrying 1-10 pounds**

Health Care Provider initials if restricted\_\_\_\_\_

Rare for distances of up to 65 feet for up to 1 minute at a time for up to 5 minutes total in a work shift. Most commonly occurs with weights of 5-7 pounds while transporting office supplies, books and paper.

**Pushing and Pulling**

Health Care Provider initials if restricted\_\_\_\_\_

Rare for distances of up to 65 feet for up to 1 minute at a time for up to 5 minutes total in a work shift with a pushing/pulling force of up to 7 pounds. Most commonly occurs while transporting office supplies as well as opening office drawers and doors.

**Handling**

Health Care Provider initials if restricted\_\_\_\_\_

Frequently for up to 45 seconds at a time for up to 15 minutes total in a work shift while sorting through files as well as using the telephone and computer mouse.

**Operating Controls with Hands**

Health Care Provider initials if restricted\_\_\_\_\_

Occasionally for up to 10 seconds at a time for up to 10 minutes total in a work shift while using the computer mouse.

**Fingering**

Health Care Provider initials if restricted\_\_\_\_\_

Frequently for up to 2.5 hours at a time for up to 5 hours total in a work shift while performing data entry and word processing duties using a computer keyboard as well as writing. The incumbent manipulates forms, cash, checks, receipts and documents. The incumbent also may operate office machines such as a fax machine or copy machine.

**Talking**

Health Care Provider initials if restricted\_\_\_\_\_

Frequently for up to 20 minutes at a time for up to 5 hours total in a work shift while conversing with co-workers, providing customer service at the front desk and answering the telephone.

**Hearing**

Health Care Provider initials if restricted\_\_\_\_\_

Frequently for up to 20 minutes at a time for up to 5 hours total in a work shift while conversing with co-workers, providing customer service at the front desk and answering the telephone.

**Seeing**

Health Care Provider initials if restricted\_\_\_\_\_

Continuously for up to 2.5 hours at a time for up to 6 hours total in a work shift while reading documents, inspecting forms, reading mail, and looking at computer screen while typing.

**Working with Heightened Awareness**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely for up to 15 minutes at a time for up to 15 minutes total in a shift while providing customer services to potentially angry or hostile customers at the counter.

**ENVIRONMENTAL FACTORS**

Work is performed in an office cubicle setting with close proximity from other workers and cubicles. Cubicle walls offer minimal noise dampening so background is present. The noise ranges from quiet to moderately loud. Copy machine, telephone ringers and screaming children are the loudest noises in the office. The employee provides customer services to the general public which can include persons with poor hygiene as well as potentially hostile persons.

**The noise level is**

Approximately 50 decibels. The noise is caused by general office noises as well as customers.

HCP Initials if Restricted

**Work environment may include the following exposure(s):**

Odors: Occasionally

Dusts: Occasionally

HCP Initials if Restricted

**POTENTIAL MODIFICATIONS TO JOB**

Adjustable ergonomic chair with lumbar support for increased comfort while sitting for an extended duration.

Work station with electric height adjustment to permit alternate standing/sitting while using computer and printers.

Anti-glare screen for monitor.

Alternate tasks to reduce static positions. (occurs per job duties)

Headset to promote proper posture when talking on the telephone.

Automatic stapler to reduce pushing.

Paper/document folder to reduce fingering.

High speed certifier machine to reduce pushing.



## SIGNATURES

Signatures on this page are obtained before the document becomes available for use and are not required each time the document is reused. Obtained signatures are kept on file at King County Safety & Claims. The Health Care Provider signature section is separate and appears on the following page.

Kyle Pletz, VRC , Vocational Consultant  
Printed name & title of VRC evaluator

\_\_\_\_\_  
Signature of VRC evaluator

\_\_\_\_\_  
Date

Jon Nakagawara, Program Project Manager II  
Printed name & title of contact

\_\_\_\_\_  
Signature of contact

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name & title of employee

\_\_\_\_\_  
Signature of employee

\_\_\_\_\_  
Date

**HEALTH CARE PROVIDER SECTION**  
**Check all that apply**

- ☐ The employee is released to perform the described duties without restrictions on performance or work hours as of \_\_\_\_\_.
- ☐ The employee is released to perform the described duties on a reduced schedule as of \_\_\_\_\_. The recommended schedule is:  
\_\_\_\_\_  
☐ Temporary until \_\_\_\_\_ ☐ Permanent as of \_\_\_\_\_
- ☐ The employee is released to perform the described job with the following modifications:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
☐ Temporary until \_\_\_\_\_ ☐ Permanent as of \_\_\_\_\_
- ☐ The employee is not released to perform the described duties due to the following job functions:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
☐ Temporary until \_\_\_\_\_ ☐ Permanent effective \_\_\_\_\_
- ☐ The employee is unable to work in any capacity.  
A release to work is: ☐ anticipated by \_\_\_\_\_ ☐ Not expected

The limitations are due to the following objective medical findings:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Printed or typed name and phone number of Health Care Provider

\_\_\_\_\_  
Signature of Health Care Provider

\_\_\_\_\_  
Date